Choosing a Domain Principal home gives you peace of mind

With Aged Care Homes in Tweed Heads and the Gold Coast, you can live in the area you love!

All our homes offer:
- Low and High care
- Long and short term respite care
- Dietician reviewed meals cooked fresh on site daily
- Enhanced lifestyle programs
- 24 hour nursing care
- Professional, caring staff

Domain Florence Tower
7-9 Florence Place, Tweed Heads
Ph: 07 5590 2800
florence@domainprincipal.com.au

Principal Tweed Heads West
Carramar Dr, Tweed Heads West
Ph: 07 5599 8866
tweed@domainprincipal.com.au

Domain Kirra Beach
6-10 Ocean Street, Kirra Beach
Ph: 07 5536 2766
kirra@domainprincipal.com.au

For all enquiries and information call 1300 362 481
Welcome to The Tweed Hospital

This booklet will assist in informing you of information and services provided to you as an inpatient within The Tweed Hospital. Please feel free to ask any questions during your admission. The Tweed Hospital is a provider hospital of the Northern New South Wales Local Health District (NNSW LHD).

The Tweed Hospital
16-18 Powell Street, Tweed Heads
PO Box 904, Tweed Heads NSW 2485
Ph: (07) 5536 1133  Fax: (07) 5506 7477

Aerial Shot of Tweed Heads Coolangatta
The Tweed Hospital first opened in 1973 as a 57 acute inpatient facility, with the Community Health Services first established at the hospital site in 1976.

A rapid increase in population during the 1970’s and 1980’s saw a number of capital development projects undertaken to provide a comprehensive range of both inpatient and community based health services for the residents in both the Tweed Valley and the lower Gold Coast of Queensland.

In 2000, major redevelopment of The Tweed Hospital began and the official opening of the Clinical Services Building by The Honorary. Bob Carr, NSW Premier, took place in March 2002. The hospital now consists of 180 inpatient beds, an acute inpatient mental health facility and 4 operating theatres. An Oncology and Renal Unit are well established and there is an increase in community health/allied health services. The Emergency Department has undergone major extensions and car parking facilities have also improved.

In 2005, The Tweed Hospital, joined with Murwillumbah District Hospital, Byron District Hospital and Mullumbimby & District War Memorial Hospital to form the Tweed Byron District (TBD) located within the Northern New Wales Local Health District (NNSW LHD). The TBD also includes a Network of Community based health services that has multiple centre and service locations across the District. From 1st January 2011 the Tweed Byron District is known as Tweed Byron Health Service Group within the Northern New South Wales Local Health District (NNSW LHD).

The Tweed Hospital is the major rural referral hospital for the District. It is classified within NSW Health as a Rural Major Regional Referral Hospital. In 2008, further extensions are completed and The Tweed Hospital has approximately 220 beds. The hospital is situated 1 kilometre south of the Queensland border. The Gold Coast and Brisbane hospitals are the referral hospitals for the Tweed Byron Health Service Group.

The Tweed Hospital provides a full range of services including 24 hour emergency services, Paediatric, Obstetric and Gynaecology, Renal, Mental Health, Intensive Care, High Dependency, Coronary Care and a range of specialist and general medical and surgical services.
PATIENTS RIGHTS AND RESPONSIBILITIES

As a patient in our health facility, you have rights and responsibilities that we are committed to informing, protecting and promoting. Your rights and responsibilities include:

- To receive services that are based on need and free from discrimination.
- To receive treatment regardless of race, ethnicity, language, age, sexual preference or disability.
- To be treated in privacy.
- If you do not speak or understand the predominant language, you are able to request access to a health care interpreter.
- The choice to be treated as a public or private patient in a public hospital.
- To be informed of any costs of services.
- To receive information on or where treatment is available, if they are not available locally.
- To apply for a travel allowance if you need to travel more than 100km to receive treatment.
- Access to qualified health personnel and competent care.
- Confidentiality of your health and personal details will not be divulged unless the law allows the information to be given to some other person or authority.
- Have the support of an Aboriginal Health Education worker/ Liaison Officer if you are of Aboriginal or Torres Strait Island descent.
- To view your medical record in the presence of a clinical staff member.
- Treat other consumers / patients and staff with courtesy and respect.
- In line with zero tolerance to violence policy, if you do not observe this, you will be asked to leave the premises or in the case of services provided in your home, these will be withdrawn.
- Inform the Health Service if you are unhappy about the way you are being treated.
- Answer any questions about your health care honestly, including family history and any allergies you may have.
- Know your own medical history, including medications taken.
- Ask your healthcare worker to explain if you do not understand the purpose of all tests, treatments and possible alternatives, ask your healthcare worker to explain these to you.
- To cooperate with the treatment provided.
- Advise the treating Doctor or Clinician if you are receiving treatment from any other health professional.
- Tell your healthcare worker if your religious or cultural beliefs make it difficult for you to cooperate with the recommended treatment.
- Keep appointments, or advise those concerned if you are unable to do so.
- Provide a safe environment for health care workers in your home, free from tobacco smoke, violence, harassment, and unrestrained animals.
- It is your right to speak out about the services or care provided, and to know that your issues will be taken seriously. The information you provide enables us to improve the services and care to you.
- Make complaints and have access to advocacy.
- Wherever possible we encourage you to resolve your concerns directly with the Unit providing you care. Your first step is to discuss your issues with the Nurse Unit Manager.
- If it is easier for you to write your concerns, you can do this in the form of a letter and send to the Nurse Unit Manager in the Unit providing you care.
- If you feel your concern has not been resolved satisfactorily at your local health facility, you may wish to contact the Clinical Governance Unit.

We encourage you to have knowledge of your diagnosis, treatment options, expected discharge date and ongoing management when discharged. By being involved with all aspects of your care and working in partnership with your health care providers, this can have an added benefit for you. The following tips can assist –
• Speak up if you have any questions or concerns.
• Learn more about your condition or treatments by asking your doctor or nurse.
• Make sure you understand the medicines you are taking.
• Make sure you get the results of any test or procedures.
• Make sure you understand what will happen if you need surgery or a procedure.
• Make sure you, your doctor and your surgeon all agree on exactly what will be done during the operation.
• Before you leave hospital, make sure you fully understand the treatment plan.

We apologise in advance if this causes you any inconvenience, however, we are sure you appreciate the need for us to ensure that access is provided to all patients requiring urgent care.

PRIVACY AND CONFIDENTIALITY

The NSW public health service is committed to safeguarding the privacy of patient information, and has implemented measure to comply with its obligations under the Health Records and Information Privacy Act 2002. All staff within our hospital are bound by law, by the NSW Health Privacy policy and a strict code of conduct to maintain confidentiality of patient information. We will -

• Only collect personal information from you (including health information) that is necessary or that the law requires.
• Only collect relevant information that is up to date and accurate.
• Only collect information from you directly unless this is not possible.
• Tell you why we are collecting the information, what we will do with it and who else might see it.
• Tell you how you can see and correct your information and what could happen if you decide not to provide it.
• Make sure your information is securely stored and protected from unauthorised access, use or disclosure, that it is not kept longer than necessary and disposed of appropriately.
• On request, tell you what information we have about you, why and your rights of access.
• Allow you to access your information and correct or amend it if necessary.
• Make sure your information is relevant and accurate before using it.
• Only use OR disclose your information for the purpose for which we collected it, or a directly related purpose - otherwise we will get your consent.
• Seek your consent to any transfer of information to third parties - other than required by law.

IMPORTANT INFORMATION ABOUT YOUR RECOVERY PERIOD

The Northern NSW Local Health District extends from Tweed Heads in the north to Grafton in the South. The Hospitals in the Tweed – Byron region are:

- The Tweed Hospital
- Murwillumbah District Hospital
- Mullumbimby & District War Memorial Hospital
- Byron District Hospital

Once you have been admitted to The Tweed Hospital for your initial care, whilst every effort will be made to ensure you completed your recovery at the Tweed site, on occasions, the demand for patient beds is greater than can be anticipated, due to peaks in demand.

During these busy periods your Doctor may decide you are suitable to complete your recovery at one of the above other facilities within the Tweed/Byron region. Should this occur your next of kin will be advised prior to your transfer to the new hospital.

It is now standard practice for health care to be networked with neighbouring hospitals, community health services and local general practitioners working together to provide patients with the care that they need. Therefore, patients may be referred between health services to ensure that other patients can obtain access to a particular level of care when they need it.
Tweed Community Options
Are you frail aged or a person with a disability in need of assistance to live independently at home? Do you know someone who is?

If so, Tweed Community Options might be able to help you. Tweed Community Options is a case management service jointly funded by the Australian and NSW Governments under the Home and Community Care Program (HACC).

We assist our clients by:
• Linking with community care service providers.
• Giving support to carers.
• Advocating on behalf of clients.
• Monitoring progress.

Tweed Community Options programs include:
• Community Options case management.
• Support for older parents caring for an adult son or daughter with a disability.
• Podiatry assistance.

Call us on (07) 5569 3110 or email copemails@tweed.nsw.gov.au to discuss how Tweed Community Options can help you or someone you know. Tweed Community Options staff look forward to discussing our programs, including the eligibility requirements for our services.

Tweed Regional Aquatic Centre
Are you recovering from an operation or do you need rehabilitation from injury or illness?

Hydrotherapy is a proven, low-impact form of rehabilitation which is also used to treat many illnesses and conditions.

Tweed Regional Aquatic Centre (TRAC) has the only public purpose-built hydrotherapy pool on the Far North Coast.

The TRAC complex in Murwillumbah hosts structured hydrotherapy sessions and the hydrotherapy pool is open for general public use at other times.

Hydrotherapy is basically “water therapy” in which buoyancy, resistance and the warmth of the water are all used in a positive way to maximise the physical and mental benefits to participants.

Exercise programs in an aquatic environment can provide unique and rapid benefits, to take you to a higher level of fitness and mobility sooner. Hydrotherapy is ideal for people recovering from muscle and joint pain or injury. It can be perfect for the early steps of a rehabilitation program.

SUMMER OPENING HOURS
Monday to Friday: 5.30am-7pm
Saturday: 5.30am-6pm
Sunday and Public Holidays: 10am-5pm

WINTER OPENING HOURS
Monday to Friday: 5.30am-7pm
Saturday: 6am-4pm
Sunday and Public Holidays: 10am-4pm

FOR MORE INFORMATION
Visit the TRAC website at http://trac.tweed.nsw.gov.au or phone 02) 6670 2750.

Community Options and Tweed Regional Aquatic Centres are community facilities of Tweed Shire Council.
ACCESS TO MEDICAL RECORDS

You are entitled to see information about yourself held in your health record. Should you require any information from your medical record, please ask your doctor or the Nursing Unit Manager on your ward. Upon request, an explanation will be provided to you on any information you do not understand. If information is recorded which you do not agree with, you can seek changes or additions to it and to have those comments attached to your records. The original information recorded cannot be deleted. If you have any concerns regarding this matter, please don't hesitate to inform the Nursing Unit Manager.

Once you leave the hospital, requests for copies of your medical record will need to be made in writing to the Clinical Information Services Department and you will be asked to provide a copy of two forms of identification. One form of identification must include a photograph such as driver’s licence or passport photograph. You may be charged a fee for this service. Access to your medical records may be declined in special circumstances, such as where giving access would put you or another person at risk of harm.

If you would like to read in detail the requirements for safeguarding the privacy of health information, please ask to see a copy of the Information Privacy Leaflet for Patients or the 2004 NSW Health Privacy Manual. If you have questions or a complaint about the privacy of your personal information, please contact the area privacy officer on 0414 662 098

CONSUMER AND COMMUNITY PARTICIPATION, COMMENTS AND COMPLAINTS

The Tweed Hospital encourages a stronger, more active role for patients and community at all levels of the health system by promoting, integrating, and disseminating information and increasing patient and community involvement in health service planning, delivery, monitoring and evaluation (including quality improvement, policy development and setting priorities). If you are interested and wish to contribute and be involved, please write to Executive Director, The Tweed Hospital.

SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

“We need to hear your suggestions, comments, concerns and complaints”

The Tweed Hospital is striving to provide a quality service and in doing so treats all concerns/complaints seriously. Please provide us with your feedback so that we can continue to improve our services.

A complaint is an expression of dissatisfaction about access, treatment, communication, services or policies. This might happen prior, during and following care. It identifies areas for improvement. Everyone has the right to make a complaint. Anyone wanting to make a complaint has to be informed how to make a complaint including verbal complaints (please contact your nursing staff). The aim of complaint handling is to resolve it at first point of contact. The complaint handling process has to be followed and concerns and complaints will be dealt with properly and promptly. Feedback is to be provided to all involved.

What do I do, if the Service does not meet my expectations?

It is important that your concern is addressed early. The simplest way of solving a problem or making a suggestion is to talk to someone about it. Problems can often be resolved quickly by the nursing staff on the ward, and if necessary by the Nursing Supervisor, or Hospital Executive.

Or…..

If you are not satisfied with the response, please contact the Executive Director Tweed Byron Health Service Group’s office about your concern. Alternatively, you can write to the Executive Director, The Tweed Hospital, PO Box 904, Tweed Heads 2485, who will arrange an investigation. An acknowledgement letter will be sent out within 5 days explaining the response time frames.

You may prefer to write to the NNSW LHD Chief Executive Officer at Locked Bag 11, Lismore NSW 2480. An alternative is the Health Care Complaints Commission, which can be contacted on (02) 9219 7444, if you wish to talk to an independent body.
Also you can obtain your own legal advice if you feel that a complaint has not been adequately dealt with or if you wish to seek redress for injury resulting from your health care.

From time to time the hospital will issue questionnaires seeking patient comment, please complete these and hand to the ward clerk in your ward or place in the box provided so that we can improve the service we offer.

WARDS & DEPARTMENTS

Accident & Emergency Unit

The Emergency department of the hospital is a modern facility seeing approximately 42,000 patients per year - one of the busiest in NSW. This accounts for 22% of total admissions to hospital - 8,500 patients. The unit is staffed and equipped to deal with the full spectrum of Emergency Medicine. The department works closely with the on-site Intensive Care Unit. A social worker is also employed to assist with social problems.

Community Health Unit

This encompasses a large range of nursing services for clients in their own home or clinic setting. These include General Nursing Child & Family, Palliative Care, Cardiac/Respiratory and Women’s Health. These services promote and assist individuals to achieve optimal health and well being in the community.

Intensive Care Unit

The Intensive Care and High Dependency Unit has 7 beds, which enables patients to be placed on machines which monitor their heart rate and blood pressure. Ventilators are also used to assist patients with their breathing but not all patients will require this equipment. Patients who require a higher level of treatment eg burns, brain (Neuro) surgery or heart (cardiac) surgery will not come to the unit but will be stabilised at The Tweed Hospital prior to being transferred to a hospital with the appropriate services - usually a major metropolitan hospital in Brisbane or Sydney. Children (16 years or younger) who need intensive care services also need special care and will be transferred.

Patients are looked after by qualified staff – doctors and nurses trained in intensive care medicine manage the unit and are present daily. If a patient requires high level care, they are looked after by one nurse.

Medical 1

A 28 bed acute medical unit with an emphasis on cardiology, respiratory and the cardio vascular stroke patients. The unit has 12 cardiac telemetry units and is designed to meet the care needs of patients with cardiac conditions from the Coronary Care Unit and the Emergency Department. Exercise Stress Testing is performed by highly trained Clinical Nurse Specialists and a successful Cardiac Rehabilitation program is conducted within the ward. Multidisciplinary care is provided by Physicians teams, Nursing, Physiotherapists, Occupational Therapists, Dieticians, Speech Therapists and Social Workers. Our multidisciplinary team of health professionals work with the patient and their family in providing an excellent standard of hospital care and facilitating a safe discharge.
Coronary Care Unit

The Coronary Care Unit was opened at The Tweed Hospital in August 2006.

It comprises of 5 hard-wired monitored beds with facility for mobile Telemetry monitoring. Patients with a primary diagnosis of Acute Coronary Syndrome and who require advanced clinical assessment, arrhythmia recognition and emergency intervention are admitted to the CCU under the care of one of 6 Physicians.

The unit is staffed by highly skilled nurse experts with specialist qualifications. They provide a team approach for the provision of comprehensive cardiac care in a comfortable, safe environment.

Medical 2 / Palliative Care

Acute medical patients receive excellent care throughout their stay. The 32-bed ward includes 6 palliative care beds. Visiting hours for these patients are negotiable with the nurse in charge and private rooms are provided if available.

Staff have qualifications in Acute Care Medicine, Oncology and Palliative Care Nursing.

Medicare billed for these services. The nursing staff are qualified Oncology nurses who strive to provide excellence in care to patients, their families and carers throughout their cancer journey. We predominantly treat adult patients but have an increasing number of paediatric patients being treated within the unit, in conjunction with their treatment in Brisbane.

Paediatric & Adolescent Unit

The ward is staffed by experienced Paediatric staff. It is a 12-bed ward which caters for age range of 2 weeks up to mid teens. Patients have their own TV and there is a central DVD/Video machine. The ward also has a Play station, X-Box and Nintendo machines with a vast number of games and movies to suit all ages. A carer may room in on a fold out sofa bed. See nurse in charge to arrange this.

Cancer Care Unit

The Cancer Care Unit opened in May 2003.

Cancer Services at The Tweed Hospital are by Professor Ehtesham Abdi, Medical Oncologist. The medical staff consists of two Medical Oncologists and we have recently recruited a Haematologist. The medical staff have consulting rooms within the Cancer Care Unit. The unit runs as a private referral clinic with patients being
Do you feel that you are just a number with your current eyecare provider? Are you looking for someone who cares for your specific needs?

Vision City is a family run optical practice that has been serving the Canberra community since 1973. We are excited to extend our practice and same level of care to Coolangatta and the Gold Coast. Come in and meet practice manager Adam Skelton, son of founder and managing director Col Skelton.

Let us be the ones to listen and attend to your optical requirements with friendly and professional help.

Vision City Coolangatta
Shop 66, Showcase on the Beach
72-80 Marine Parade, Coolangatta, QLD, 4225
Tel: (07) 5599 2999    Email: visioncity@visioncity.com.au
www.visioncity.com.au
**Peri-Operative Unit**

The Booking Office processes and manages the elective surgery bookings for both The Tweed Hospital and Murwillumbah District Hospital, coordinating and scheduling the operating lists of over 22 specialists.

The Day Surgery Unit, functions as a surgical ward admitting and preparing all elective surgery cases, and is responsible for the care and discharge of all elective surgery day cases. The unit has the capacity for 6 patient cubicles and 7 recliner chairs in the Recovery lounge.

**Renal Dialysis Unit**

The Tweed Renal Dialysis Unit is open 6 days a week - Monday to Saturday. The unit provides 12 treatment chairs of which 2 are isolated units. Renal Physicians oversee the care of patients within the unit. Registered Nurses with specialised training and experience in Haemodialysis nursing provide care to both inpatients and outpatients.

**Surgical 1**

Acute care is given to surgical patients in this 24-bed ward with many rooms overlooking our beautiful Tweed River. The ward caters for patients undergoing a wide range of general surgery. Single rooms maybe available for patients who wish to use their private health cover.

**Surgical 2 / Orthopaedics**

Orthopaedic surgical ward is a 16-bed unit that cares for elective surgical and orthopaedic trauma cases. The ward has big windows, which allow for lovely river views, helpful for those people confined to bed. As patient Grace Stewart has said "I couldn't have been looked after anywhere else in the world as good as I have been here."

**Women's Care Unit**

The unit provides maternity care birthing assistance, a specialist neonatal nursery and gynaecological surgical services. Decorated with homelike furnishing, most rooms in the birthing area have river views. Partners and siblings may visit during the morning but visiting hours are from 2pm to 8 pm. Mothers are also encouraged to rest from 12 to 2pm and phone calls are discouraged during these times.

Midwives care for ladies during their pregnancy in the Antenatal Clinic, during labour and after the birth, assisting the new family to care for their baby. As some ladies wish to return home early after giving birth, the services of a midwife visiting at home can be arranged.

The 20 bed unit provides birthing facilities, maternity care, specialist neonatal nursery and gynaecological surgical services. Decorated with homelike furnishing, most rooms in the birthing area have river views. Partners and siblings only may visit during the morning until 12 midday. Mothers rest time is from 12 to 2 pm and phone calls are discouraged during this time. Visiting hours are from 2 pm until 8pm.

Midwives care for women during the pregnancy in the Antenatal Clinic, during labour and after the birth, assisting the new family to care for their baby. As women may wish to return home early after giving birth, the services of a home visiting midwife can be arranged for most women.
SUPPORT SERVICES

Aged Care Assessment Team (ACAT)
Provide a comprehensive, multidisciplinary assessment for people over 65 years of age either while they are in hospital, at home or in a residential care facility. ACAT supports the elderly and their carers and aims to enable them to remain in their home by informing them of appropriate community supports suitable for their individual needs. Carer respite options are also offered as well as referral to appropriate government funded services eg Home and Community Care Services, Day Centres and dementia supports.

ACAT approve clients for Community Aged Care Packages and entry into residential aged care facilities either low care (hostel) or high care (nursing homes).

Allied Health
Services include Dietetics, Occupational Therapy, Physiotherapy, Podiatry and Speech Pathology. Depending on why you are in hospital and your general health, it may be appropriate that you require assessment and/or treatment from any of these services. This will be arranged for you by medical and nursing staff.

Cardiac Services
Cardiac Rehabilitation is designed to meet individual needs and involves a 6 week education program with an optional Exercise program if referred by your GP.

For further information contact the Cardiac Assessment Nurse on 5506 7211.

Chapel
The hospital Chapel has been commissioned for the needs of the patients, families and staff. It is located on the first floor of the hospital and all are most welcomed to use it for quiet time and reflection. A highly experienced and qualified chaplain is currently available Monday to Friday for all denominational patients, their relatives and staff. Should you need this service please consult with the nursing staff in your clinical area. Messages may also be left on the Chaplains’ phone (07) 5506 7742.

Clergy
Ministers of most religions visit regularly. On admission to hospital you will be asked to complete a form giving you the option of authorising or not authorising your personal details to be released to the visiting clergy of your denomination. Arrangements may be made with the Nursing Unit Manager to ask for a special visit.
Community Mental Health

Office hours are from 8:30am to 4:30pm Monday to Friday - Please phone 07 5506 7370 or the Mental Health Access Line on 1300 369 968. This service offers a multidisciplinary approach to case management for people who are experiencing a mental illness and caters for all ages ranging from 12 years onwards. Services include assessment, case management and referrals.

Continence Advisor

The continence advisor is available on referral from the ward to educate patients with indwelling catheters, those who need to learn self-catheterisation, pelvic floor exercises, and bladder retraining methods. Advice on types and the availability of appliances can be provided.

Dental Services

Limited services for eligible patients are provided. Please contact staff during working hours on 1300 651 625 for appointments or general enquiries.

Drug & Alcohol

Tweed Valley Alcohol & Other Drug Services provides counselling and referral services. Appointments arranged by phoning 07 5506 8600. Aboriginal & Torres Strait Islanders affected by Alcohol & Other Drugs can access "Krurangal" on 07 5536 7911 for advice. Needle & Syringe Exchange Program is available through Tweed Community Health Centre 07 5506 7540 and a after hours vending machine is located at the back of Tweed Valley Clinic at The Tweed Hospital.

Eye Care in Public Health System

Drs Novakovic and Hagen of The Eye Care Clinic are the only doctors appointed to the public health system in the Tweed Valley, offering a full range of eye care services to all.

Gift Shop

The Gift shop is located in the foyer of the hospital and is open from 9.00am to 5.00pm weekdays and from 9.00am to 4.00pm on weekends. The Gift shop has a range of soft toys, confectionery, baby clothing, magazines, newspapers and flowers.

Hospital Groups & Services

The North Coast Area Health Service provides a broad range of services and has facilitated the formation of interconnecting services and groups. Please make enquiries if you require more information about:

- Aboriginal Health Service
- Aged Care Assessment Team ***
- Ante-natal Classes
- Appliance Clinic/Hire
- Early Childhood Health Clinics
- Cancer Support Group
- Cardiac Rehabilitation Program***
- Child and Family Services
- Community Health Nursing
- Community Mental Health
- Continence Advisor Service ***
- Day Activity Groups
- Dental and Denture Clinic ***
• Diabetic Support Group
• Dialysis Unit ***
• Dietary Service
• Discharge Planning Service ***
• Drug and Alcohol Counselling
• Engineering ***
• Family Planning
• Gentle Exercise
• GROW Group
• Health Education Programs
• Immunisation Service
• Infection Control ***
• Library ***
• Meals on Wheels ***
• Mental Health Services
• Occupational Therapy
• Oncology ***
• Paediatric Audiometry
• Palliative Care Service ***
• Pathology ***
• Physiotherapy
• Podiatry (Pensioners only)
• Post-natal Groups
• Psychologist
• Pulmonary Rehabilitation Program ***
• Radiology
• Sexual Assault Service
• Single Parents and Partners
• Social Welfare Service ***
• Speech Therapy/Pathology
• Stoma Therapy ***
• Stroke Group

• Women’s Health Programs
• Walking Group

*** See appropriate section for more information

Staff & patients can enjoy good food & drinks at the cafeterias

Infection Control

Controlling the spread of infections is very important. Standard precautions are used throughout the hospital and include - good hygiene practices, frequent hand washing, use of gloves, use of other protective apparel eg masks, goggles, aprons, safe use and disposal of ‘sharp’ equipment eg needle/syringes, use of disposable equipment where applicable, correct cleaning, disinfection and sterilisation of appropriate equipment, correct collection, storage and disposal of waste, appropriate use of cleaning agents. Standard precautions will help stop the spread of infections as ALL body substances of ALL people are considered to be potential sources of infection. Hand hygiene is the most important procedure in the prevention and minimisation of the spread of infection. Alcohol rubs are provided across the facility and all patients and visitors are encouraged to use them.

Interpreter Service

A professional interpreter service is available. Should you require this service, please inform the nursing staff.
Justice of the Peace

The hospital has some members of staff that are a certified Justice of the Peace (JP). Should you require a JP, the nursing staff will enquire as to whether one is available.

Koori Health Unit

There is an Aboriginal Liaison Officer to assist with the needs of Aboriginal patients and to facilitate communication between hospital staff and Aboriginal patients. Please ask the nursing staff for further information.

Library Services

The Tweed Hospital Library provides an expert consultancy service to Health Service Staff. If you would like some written information on health matters, please ask the nursing staff to obtain this from computer resources.

Meals on Wheels

The Tweed Heads Meals on Wheels now distributes over 70 meals each day to the disadvantaged within our community. Distribution is organised by volunteers from service clubs, and churches, etc. Co-ordination is undertaken by the Meals on Wheels Committee and voluntary help is always welcome. Please phone Tweed Heads (07) 5506 7481 between 9.00 a.m. & 1.00 p.m. if you feel you could give help to this community service. A second Meals on Wheels group serves the Kingscliff to Pottsville area and contact should be made with the group on phone (02) 6674 2205.

Palliative Care

Palliative care is “the active total care of patients whose disease is not responsive to curative treatment” and trying to achieve the best quality of life for patient and their families. Palliative care affirms life and regards dying as a normal process, neither hastens nor postpones death, provides relief from pain and other distressing symptoms, integrates the psychological and spiritual aspects of care, offers a support system to help patients live as actively as possible until death. Palliative care also helps the family cope during the patient’s illness and in their own bereavement.

For more information contact the Palliative Care Service on 5506 7540.

Parking

Visitors’ parking is available at the front of the hospital and surrounding streets. Patients to be admitted or discharged may be dropped off/collected at the main entrance. Parking in the Emergency Entrance is strictly for patient pick-up/drop-off only. There is various disabled parking available with short-term parking provided in the car park near the river.

Pathology

Located on the ground floor, the Laboratory is open from 7:00am to 5:00pm for Outpatients Collections and 6.00am to 11.00pm for routine blood testing. A skilled collector will come to the bedside to collect specimens for testing, this service is provided twice a day.

Pharmacy

The Pharmacy is located on the ground floor of the Clinical Services Building, for the supply of medications to patients in hospital. Apart from supplying specialist clinic patients, the Health Service does not dispense medications to patients who are not admitted to hospital.

Hospital pharmacists visit most wards several times daily (Monday to Friday). They can advise you on your medications. They check all medication orders for appropriate prescribing and dosage, any interactions with other drugs and monitor your laboratory results and how these affect your medications. When you are admitted into hospital, you will be asked what
medicines you are taking at this time. Please bring an updated list of your medicines (including those bought at supermarkets or health food shops) and/or ALL your medicines (in their original labelled containers) to hospital with you. You can give your own medicines to the nurse for safe keeping during your hospital stay.

This helps to make sure that you receive the right medicine, at the right dose, and at the right time, while you are in hospital. It also helps to spot any medicine related problems.

Pharmacists obtaining supplies for the wards

Pulmonary Rehabilitation Program

This program caters for people with chronic respiratory impairments. A physiotherapist and nurse tailor the program to meet individual needs of the participants. A referral from your doctor is required. The program is conducted at the Physiotherapy Department, Level 3, Tweed Heads Community Health Centre and is run on Tuesdays and Thursdays each week for eight weeks.

This program will assist you to control breathing difficulties, learn more about your disease, treatment options and coping strategies so that you manage your disease more effectively and therefore reduce hospital admissions and promotes maintaining healthy behaviours. Contact the Respiratory Liaison Nurse on 07 5506 7851.

Radiology

The X-Ray or Medical Imaging Department operates 7 days per week for emergency cases. It is situated on the ground floor near the Emergency Department. The reception phone number is 5506 7419.

Reception

The hospital telephone and reception services are available 24 hours 7 days per week. The outside phone number for the hospital is 5536 1133.

Social Worker

The social worker is available to inpatients and their families and carers, providing assessments, crisis intervention, grief and loss counselling.

For assistance please inform the nursing staff.

Stomal Therapy Advisor Service

A stomal therapist visits the patients both pre and post-operatively, to reassure, to teach stoma care and to answer any queries they may have about the impact of a stoma on their lifestyle, diet and hygiene. Usually prior to discharge, stoma supplies are organised and ordered. The stomal therapist can be contacted by referral from the wards for any assistance with stoma related problems.
FOOD & BEVERAGES

Cafeteria

The hospital has a cafeteria service and Gift shop for the convenience of patients, visitors and staff. The Cafeteria is located on the ground floor of the Clinical Services Building and is open from 7.00am to 7.00pm seven days a week.

Staff, patients & visitors can access the hospital cafeteria

Meals

A menu will be given to you each day for you to complete. The diet aide will assist you if necessary. If you are on a special diet, you should inform nursing staff on admission. A qualified dietician is available for advice, if required. If you require assistance with your meal, please do not hesitate to ask nursing staff for help.

Meal Times

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7.30 am</td>
<td>Morning Tea</td>
</tr>
<tr>
<td>Lunch</td>
<td>12 noon</td>
<td>Afternoon Tea</td>
</tr>
<tr>
<td>Dinner</td>
<td>5.30 pm</td>
<td>Supper</td>
</tr>
</tbody>
</table>

DONATIONS & SUPPORT

Donations

The community gives the Health Service substantial voluntary support by providing services for patients and by raising much needed funds. We are very appreciative of their outstanding efforts. Donations, no matter how small are important to The Tweed Hospital as they enable the purchase of new equipment and/or the updating of patient facilities.

If you wish to make a donation, it can be provided for a specific area or for general use. A receipt will be provided to you and all donations over $2.00 are tax deductible. If you would like to make a donation for a specific purpose please make sure it is written clearly on your receipt.

A donation may also be left to the Health Service in the form of a bequest.

For further information, please contact the Executive Officer on (07) 5506 7434.

Ladies Auxiliary and Twins Towns Service Club celebrate the donating of funds to furbish the new Outpatients Department

Gratuities

Staff members are not permitted to accept gratuities. However, if you would like to make a donation to the hospital, it may be sent through the mail (internally - please give to the ward clerk) or externally.
Hospital Auxiliary

The Tweed Hospital Auxiliary meets the first Monday in each month at 2.00pm and to date has provided in excess of a million dollars to the hospital and associated Community Health Centre since it has opened. These funds have been used to purchase valuable equipment such as infant resuscitation, ECG machines, oxygen concentrators, beds, bassinette, a patient transit bus, air-conditioning units and much more.

The Hospital Auxiliary staff the cafeteria and the gift shop and distribute books and magazines for loan to patients seven days a week. Please return these books/magazines to the ward clerk on or before discharge. Thank you.

If you have a little time to spare and would like to join the Auxiliary, please contact the executive secretary to the Director of Nursing and Midwifery on (07) 5506 7470.

Pink Ladies

The Pink Ladies provide a voluntary non-nursing service to supplement the professional Health Care Service, with the object of adding to the comfort, convenience and satisfaction of all patients.

Some of the services provided by the group are:

- Assisting with meals.
- Daily maintenance of patient flowers.
- Talking with patients, reading to them, writing letters, posting mail.
- Some routine clerical help, e.g. filing, making up admission packs.
- Assisting in the ward situation as a complement to present clinical activities.
- Assisting patients with laundry when circumstances prevent the support of family and/or friends.

If you would like to join the Pink Ladies, please contact the Nursing Administration to the Director of Nursing and Midwifery on (07) 5506 7470.

COMING TO HOSPITAL

Cancellation of Scheduled Procedure

From time to time all hospitals experience busy periods and emergency admissions, which may lead to postpone admissions for booked surgery. The Tweed Hospital is no exception. Should your admission be postponed due to circumstances beyond our control, we ask for your understanding, and regret any inconvenience caused.

Children in Hospital

Day Surgery - Parents/Carers only are permitted to stay with a child. Visiting for siblings and other close relatives is for a limited time only and is to be arranged with the Nursing Unit Manager.

Parents/Carers are advised to prepare their child for a stay in hospital by explaining to them what will happen. Parents/Carers may stay with the child, however only one carer may room-in overnight. Please inform nursing staff if you wish to stay.

The Paediatric/Adolescent ward can be contacted on (07) 55 067 460.

At The Tweed Hospital, in cases of emergency, an overnight relatives room is available. A cost is associated with this, which includes meals. Please enquire about this with the nursing staff.

Community members donate computer games & equipment for entertainment of children in the ward.
PATIENT INFORMATION

Personal items you may need whilst in hospital

- Toiletries eg soap, powder, toothbrush, toothpaste, comb and brush, shampoo and disposable safety razor (no open bladed razors)
- Pyjamas/night attire, dressing gown and slippers
- Tissues
- Sanitary pads (for gynaecological surgery or as needed)
- Walking aids and hearing aids if normally used
- Current medications
- Small change / coinage for public telephones up to $10.00
- All x-rays and scans
- A biro and writing paper

Elective Surgery and Waiting Lists

If your condition is not life threatening, you may be put on a waiting list for elective treatment/surgery.

You have the right:
- To know your expected waiting time
- To know if there is another health service where the wait would be shorter, or if there are other options for earlier treatment

If your condition worsens, ask through your General Practitioner to be seen sooner.

Reasonable Care

Health care workers given their experience and position owe you a duty of care and take into account your individual needs.

You have the right:
- To competent health care which is appropriate for your condition or illness
- To health care regardless of your social or financial status, age, sex, race, religion, political beliefs, sexuality, disability, health or legal status
- To have continuity of care, including planning of your continuing health care before you are discharged and follow-up after you are discharged
- To expect that your interests will be adequately represented, if necessary

Second Opinion

You have the right:
- To seek a second medical opinion and/or information from other sources about your diagnosis and treatment

YOUR STAY IN HOSPITAL

Absences from the Ward

You are asked to tell the nursing staff before leaving the ward area as they are directly responsible for your safety while you are in the hospital’s care.

Alcohol

Liquor is not to be brought to any patient unless required for the patient’s condition and authorised by the medical officer.

Electrical Appliances

For safety reasons, appliances eg radios, laptop computers or children’s portable games, must be checked by the Health Service Maintenance department. Please ask the ward clerk to contact the Engineering department to arrange this quick electrical test.

Emergency

In the unlikely event of an emergency we ask that you follow these few simple steps:
- Remain calm and stay in your room. This includes any visitors with you at the time
- Follow the advice of staff at all times. The staff on each ward and other areas are trained in the emergency and evacuation procedures. They will direct and accompany you to a safe location.

In the event of a fire alarm being activated a “beep, beep” siren may be heard.
In the event of evacuation, a "woop, woop" siren may be heard.

**DO NOT USE THE LIFTS IN THE EVENT OF AN EMERGENCY**

**Enquiries - family / friends / media**

All information is confidential and is not released without patient consent, except for general comment such as "condition stable, improving, satisfactory, etc".

**Flowers**

Floral arrangements can be organised for delivery to the hospital from the many florists in the town. Please be aware that oversupply of flowers to the one patient can create a safety problem to both patient and staff. Due to restriction of circulating space, patients may be asked to request their relatives take excess flowers home.

**Laundry**

The hospital does not provide a laundry service; arrangements should be made by the patient for laundry to be done outside. Please discuss with the Nursing Unit Manager about Pink Ladies assistance in exceptional circumstances.

**Legal Wills**

If you need to make a legal Will, please contact a solicitor. On request, nursing staff can assist you in making arrangements with a solicitor or JP of your choice.

**Mail**

Incoming mail is distributed soon after its arrival. Outgoing mail may be given to nursing staff who will send it to the general office. Stamps are available from the gift shop or the Ladies Auxiliary trolley that visits the wards daily.

**Manual Handling**

The major contributor to hospital staff injuries is manual handling. The hospital is required to provide a safe working environment to its entire staff to meet safety obligations. The hospital staff will be requesting you to assist them with your own movements as much as is possible to minimise the risks of manual handling injuries. On occasions where you as a patient are unable to move or walk unaided, the nurse may use specifically designed patient lifting equipment. There are numerous kinds available for use in all areas of the hospital with names such as a Joey, Jumbuck, and an Emu. Below is an example of a patient being lifted by a Registered Nurse using a Joey device.

**Money & Valuables**

It is not advisable to bring valuables, including credit cards to hospital with you. If this is unavoidable, the office staff will arrange for their safekeeping in the hospital office safe. A receipt will be issued. We request that you keep only a nominal sum of money in your locker. Please report any loss of personal effects immediately to hospital staff for appropriate action to be taken.

**Nurse Call Button**

All beds are equipped with a nurse call button which is located on the handset. One push will illuminate the call light outside your room, as well as highlighting your room number at the nurse’s station. Naturally our nursing staff will attend to your needs in the most appropriate and timely fashion.

**Noise**

Patients can help to keep noise to a minimum by avoiding loud conversations. Headsets must be used with radios. Hospital TV sets have a speaker which should be held close to the ear to minimise noise for
other patients. Visitors and their children should be reminded to extend consideration in regard to noise.

Organ Donation

As part of end of life care, some families will be asked to consider organ and tissue donation after death. Organ and tissues are transplanted to save or improve the lives of seriously ill Australians. If organ and tissue donation is something you would like to consider, please ask to speak to the Clinical Nurse Specialist – Organ and Tissue donation. You can also find out more by calling the Australian Organ Register (ph 1800 777 203) or visit a Medicare Office or www.donatelife.gov.au.

Security / Zero Tolerance

We aim to provide a safe and secure environment for patients, visitors and staff. Aggression in the hospital against staff, patients or visitors will not be tolerated and appropriate action will be taken against offenders in accordance with the NSW Zero Tolerance policy. Appropriate actions may include the issuing of a verbal warning, negotiating conditional treatment options, initiating emergency response - including calling security and police.

Security service is provided 24 hours a day, stationed at various locations and areas of the hospital are under constant video surveillance.

Smoking

As smoking is one of the major avoidable health hazards in today’s society, this Health Service must comply with the NSW Health Department Policy. Smoking is not permitted anywhere on the hospital site. Breach of this policy can incur a substantial fine.

There are options available to assist you in ceasing or managing the withdrawal during your stay, including the provision of nicotine replacement therapy. Please ask your nurse if you require these services.

Staff Identification

All staff who work in this hospital can be immediately identified by the hospital identification badge, which clearly states the person’s name and their position in the hospital. Should you be offered a service by a person without correct identification, it is your right to request identification before proceeding.

Support from Family / Friends

You can have a relative or friend with you during consultations and examinations.

Telephones / Mobile Phones/Internet Access

There is a public telephone and Internet Access point located in the main foyer opposite the chapel. Nursing staff or the ward clerk will convey urgent messages to patients from relatives and friends etc.

Please do not use mobile phones in any ward areas of the Health Service, as they may interfere with medical equipment.

One of our many Security guards

Courtesy of Daily News June 2004 Hospital initiatives to introduce "No Smoking" policy.
Television

Access to a comprehensive TV/Entertainment Service is available to all patients for a daily fee. This depends on the number of days access is required and pensioner rates are available. A variety of entertainment channels, including Austar, local TV and teletext are available via the entertainment service. If you would like to utilise this service, please inform the ward clerk who will provide you with information on associated costs.

Visiting Hours

Visitors are welcome during the following hours:

- **Children’s Ward:** 10am to 8pm.
- **Intensive Care Unit (ICU):** 10am to 12 midday & 3pm to 8pm. Patient’s Rest period is from 12 midday to 3pm. Two visitors only at one time is recommended during visiting hours. Please check with the Nursing Unit Manager in such circumstances.
- **Medical 1/CCU:** 2pm to 8pm.
- **Medical 2:** 11.00 - 12.30 & 2.00pm to 8pm.
- **Surgical Wards:** 2.00pm to 8.00pm.
- **Palliative Care:** Flexible - see nursing staff.
- **Tweed Valley Clinic:** 2pm to 8pm Monday to Friday & 10am to 8pm Weekends and Public Holidays. These times are negotiable with staff.
- **Womens Care / Maternity Unit:** 8am to 12:00 for Partners and children only. 2pm to 8pm General Visiting Hours. Rest time 12:00 to 2pm no visitor and/or calls permitted.

LEAVING HOSPITAL

Discharge

Discharge Planning is an integral part of each patient’s hospital care, ensuring continuum of care. Discharge time is 10.00am, so beds can be prepared for new patients.

You are expected to provide your own transport home unless your doctor has indicated otherwise, so please ensure arrangements are made prior to your discharge. Where possible, you will be informed at least 24 - 48 hours beforehand of your expected date of discharge, and in some cases sooner.

Discharge Planning commences from when you first make contact with the hospital, so that your transition, to home is as smooth as possible. On admission to the ward (or in the preadmission clinic), nursing staff will ask a series of questions, some in relation to how you were managing at home prior to coming to hospital - this assists in providing a basis for your discharge plans. If you were having difficulties managing at home prior to admission, it is essential you advise nursing staff as soon as possible so that we can assist, where possible, to address your concerns.

If you have complex discharge needs, a Discharge Liaison nurse is available Monday to Friday to speak to. If required, the nurses on your ward can arrange a referral or an appointment for you.

Discharge at Own Risk

Except in certain cases (for example, infectious disease), every patient has the right to leave hospital when he or she chooses. This may be a serious step, particularly when taken against the advice of your doctor, and requires great caution. You will be asked to sign a disclaimer as the responsibility will rest entirely with you.

If you decide to discharge yourself against the advice of your doctor and your condition does not improve upon leaving hospital, or causes you concern, you should not hesitate to seek further medical advice.
Maternity Patients

Early discharge - The Tweed Hospital offers this service to all mothers within its catchment area. For mothers outside the catchment area wishing to go home early, a private service may be arranged.

Various services are available in the community to provide support and advice when you return home, e.g. Early Childhood Clinics and Community Health Centres, as well as special associations for nursing mothers in both NSW and Queensland. The Maternity Unit staff will be able to advise you on the location of these organisations.

Medications

Your hospital pharmacist can discuss new and/or changed medicines with you before you are discharged, to ensure you know what you will be taking when you go home.

The hospital doctor will write prescriptions for any medicines you will need when you go home and these can be filled at the community pharmacy of your choice on your way home.

Hospital or Public (non chargeable) patient

- You will be treated by a doctor or doctors nominated by the hospital.
- You will not be charged for medical or hospital services or other services such as surgically implanted prostheses.
- After discharge your care will be carried out in either the outpatient clinic, one of the hospital’s specialists in his/her private rooms or you will be referred to your local general practitioner.
- You have the right if you are away from home and need health care to seek treatment at any public hospital.
- You have the option of the use of TV/Austar services but you will be responsible for the payment for these services.

Private (chargeable) patient

- You will be admitted under the care of the Doctor on call at the hospital as a private patient.
- You can be admitted under a Doctor of your own choice, provided that Doctor is on the staff of the hospital and agrees to treat you as a private patient.
- You will enter into a private agreement for care with the doctor of your choice and with other doctors. Your treating doctor may choose to assist in your care.
- You will be provided with complimentary access to the TV/Austar services.
• The hospital’s Patient Liaison Officer will assist you with health fund coverage checks and the completion of necessary claims paperwork.

You have the right

• To know about the expected charges of any proposed treatment, test or other health-related service.
• To receive an itemised account and to query any item.
• You will be responsible for all of your medical expenses such as radiology and pathology, while you are in hospital - these items are claimable from your private health fund and the hospital’s Patient Liaison Officer will assist you with the compilation and submission of these claims.
• You will be charged a daily rate for hospital accommodation. The fee you will be charged as a private patient depends on your length of stay and the exact type of treatment you require. This item is claimable from your private health fund and the hospital’s Patient Liaison Officer will assist you with the compilation and submission of your claim.
• The care you receive is classified according to a set schedule of patient types and these have a matching schedule of fees. Because your doctor determines the care you require, you cannot choose to be charged as a particular patient type.
• If you have been hospitalised within the last seven days prior to your admission the length of stay classification for your present illness may be altered.
• Following discharge from the hospital, you will be cared for by your doctor in his/her private consulting rooms or referred to your local general practitioner.

Ineligible patients and Ineligible Overseas Visitors

Ineligible patients are those who are not covered by Medicare and do not have a Medicare card.
• PRIOR TO OR ON YOUR ADMISSION you will be required to provide an Assurance of Payment for payment of your hospital fees. This can be by way of a credit card authorisation, cash, travellers’ cheques or a security deposit for your treatment, based on the expected length of stay and procedures to be performed. Any balance due that exceeds the deposit paid will be due and payable at the time of your discharge and any shortfall will be paid by the patient on discharge.
• You will also be responsible for payment of any of the Treating Specialists Accounts, Medical Imaging and Pathology accounts which are billed separately to the hospital account.
• If Ineligible Overseas patients hold current Australian private health insurance the hospital’s Patient Liaison Officer will assist you with the completion and submission of a claim for your hospital admission.
• If Ineligible Overseas patients hold Overseas Travel Insurance, an Assurance of Payment (as above) will be required to be provided on admission and the patient’s hospital account settled on discharge. The patient should then claim the amount paid from their Overseas Insurer personally.

Overseas Visitors covered by Reciprocal Health Agreements

Overseas visitors from countries (including Italy, United Kingdom, Malta, Ireland, Sweden, Finland, Norway, Netherlands and New Zealand) who have a reciprocal health care agreement with Australia can elect to be treated as either chargeable or non-chargeable patients. The free reciprocal entitlement relates to immediately necessary medical and hospital treatment.

Nursing Home Type Patients

After a continuous period of 35 days in one or more of the approved hospitals, the patient will be reclassified as a nursing home type patient unless the treating doctor issues an Acute Care Certificate. Nursing home type patients are required to pay an uninsurable patient contribution rate per day.

Veterans’ Affairs Patients

Veterans’ Affairs Gold Card holders (and some White Card holders) are eligible to claim hospital and medical costs from the Department of Veterans’ Affairs.
In order for the hospital to claim these services on your behalf you will be required to sign a Department of Veterans’ Affairs Hospital Admission Voucher.

If on admission you are unsure whether the Department will agree to meet hospital charges, you will be asked to nominate, in the event that your entitlement is not confirmed, whether you wish to be admitted under Medicare as a hospital patient or as a private patient.

If you are privately insured, you may choose to assign to the hospital, health insurance benefits for accommodation and surgically implanted prostheses. Veterans’ Affairs patients are not required to pay for accommodation and prostheses charges prior to a refund being obtained from the relevant fund.

Compensable patients - Eligible under WorkCover or Transport Accident Commission Regulations or Public Liability Insurance:

You will be required to sign a Compensable Patient Declaration and will be responsible for the prompt lodgement of a compensable claim, if applicable. To provide for the possibility that your claim for compensation may be declined, you will also be requested to indicate whether you wish to be admitted under the Medicare arrangements as either a hospital patient or private patient. The hospital's Emergency Department Admission Clerk and/or the hospital's Patient Liaison Officer will provide you with information handouts to assist you with any compensable claim.

Eye Care in Public Health System

Dr Novakovic of The Eye Care Clinic and Dr Hagen of The Eye Centre are the only doctors appointed to the public health system in the Tweed Valley, offering a full range of eye care services to all.

THE TWEED HOSPITAL BY-LAW

As part of the Northern New South Wales Local Health District, The Tweed Hospital operates under the Area’s By-Laws, which were endorsed by the Health Service Board and the Minister for Health.

DISCLAIMER

The Tweed Hospital is grateful to the advertisers who made this Directory possible. However, an advertisement in this Directory does not imply an endorsement by the Health Service.

BIBLIOGRAPHY

- 10 Tips for Safer Health Care, The Australian Council for Safety & Quality in Health Care
- ACHS EQUIP Version 5; 2010; Australian Council of Healthcare Standard
- AS4269 Complaints Handling
- Mental Health Act 1990 / Health Services Act 1997
- NCAHS Code of Conduct
- Privacy Code of Practice 2003
- Privacy and Personal Information Act 1998
- Health Records and Information Privacy Code of Practice 2005
- Health Records and Information Privacy Act 2002
- Health Administration Act 1982
- Public Health Act 1991
- Your Rights and responsibilities - A Charter for South Australian Public Health System Consumers

Additional Resource

North Coast Website:

SUPPORT THE TWEED HOSPITAL

Donations

Members of the community, patients, patients’ families, visitors, staff and volunteers can assist The Tweed Hospital in providing a caring, world-class service for patients. Donations and bequests enable The Tweed Hospital to access additional funds as well as linking the community to the hospital.
How the money is used

We welcome any support to the hospital however small it may be, as it assists us above and beyond our hospital funding. These extra funds are vital in maintaining the excellent standard of our care and assist in the continuous upgrading of our equipment and facilities.

Tax deductible donations

The Tweed Hospital is a Public Benevolent Institution with Deductible Gift Recipient Status. If you provide your name and address with your donation, a receipt will be forwarded to you. All donations over $2.00 are tax deductible.

Bequests

Many people have demonstrated thoughtfulness and generosity by including in their Will a bequest to The Tweed Hospital. These bequests have supported service development, research, enhancing the hospital's fine tradition of health care delivery.

A consultation with your legal advisor is suggested if a bequest to the hospital is being considered.

If you have any enquiries in relation to donations or bequests, please contact The Tweed Hospital on 07 5506 7446 and ask for the Director of Finance.

All donations made to The Tweed Hospital will directly contribute to the health and well being of the patients and community of The Tweed Region.

How you can help the hospital

You can help the important work being done by The Tweed Hospital by making a donation in the following ways:

Send a cheque to:
The Tweed Hospital
Donations
PO Box 904
Tweed Heads NSW 2485
Over Toilet Aid

HIRE RATES

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DEPOSIT</th>
<th>WEEKLY</th>
<th>MONTHLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wheelchair (Standard)</td>
<td>$50.00</td>
<td>$25.00</td>
<td>$95.00</td>
</tr>
<tr>
<td>Four Wheel Walker with Seat</td>
<td>$50.00</td>
<td>$25.00</td>
<td>$95.00</td>
</tr>
<tr>
<td>Crutches (Underarm/Forearm)</td>
<td>$30.00</td>
<td>$10.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Walking Frame Folding</td>
<td>$30.00</td>
<td>$10.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Walking Stick</td>
<td>$15.00</td>
<td>$6.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>Adjustable Lounge Chair</td>
<td>$100.00</td>
<td>$20.00</td>
<td>$75.00</td>
</tr>
<tr>
<td>Over Toilet Chair</td>
<td>$30.00</td>
<td>$10.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Shower Chair</td>
<td>$30.00</td>
<td>$10.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Mobile Shower/Commode Chair</td>
<td>$60.00</td>
<td>$30.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>TENS Machine</td>
<td>$50.00</td>
<td>$10.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Nebulisers</td>
<td>$35.00</td>
<td>$15.00</td>
<td>$55.00</td>
</tr>
<tr>
<td>Breast Pump</td>
<td>$100.00</td>
<td>$25.00</td>
<td>$95.00</td>
</tr>
</tbody>
</table>

PRICES SUBJECT TO CHANGE WITHOUT NOTIFICATION
Take The Life Changing Experience... That Is A New Avante Adjustable Bed

THE AVANTE HI-LO ADJUSTABLE BED
The most advanced adjustable bed available to customers. The Avante Hi-Lo allows ultimate height adjustment from 42cm up to 85cm representing the best value on the market today in Hi-Lo adjustable beds.

Hi-Lo Benefits
- 3 adjustment levels - Height, Head and Foot
- Helps airflow in the lungs
- Move in and out of bed with ease
- Relief from back pain
- Plus many more benefits

THE HI-LO ROTATION BED
Restores the patient’s ability to get out of bed completely independently or with minimal support. The patient is able to take a more active part in life and move more regularly again.

Hi-Lo Rotation Benefits
- The bed rotates to become a chair
- Can stand up again independently
- Reduces the need for a patient lift swing
- 4 adjustment levels – Height, Rotate, Head and Foot
- Home Care or Rehabilitation institutions

Bedzzz
TWEED HEADS

Phone Jaime on 5524 8842
28 Greenway Dve, South Tweed Heads (opposite A-Mart)

Australian Government
TGA approval certification number 201246

[Logos: Australian Spinal Research Foundation, 10 Year Guarantee]
What is Aged Care?

Residential care facility for Private, Government funded and In-home services.

Retreat Care’s aged care services offer: Low Care, High Care, Dementia Care and Respite Care Services

- Registered nurses with qualified professional caring staff of the highest health standards.
- Single and couple suites with their own private ensuites.
- 24 hour emergency call systems and the security of knowing someone is always close by.

Retreat Care’s aged care facilities offer:
coffee clubs, libraries, indoor bowls, billiards, great cinemas, aromatherapy, cooking sessions, concerts and bus trips, hairdressing services, manicures, massages and fresh nutritious home cooked meals.

Call today and secure a suite of your choice.

Ashmore Retreat
Gold Coast
Ph 07 5656 1000

Bangoral Retreat
Tweed Heads
Ph 07 5599 9803

Mandalay Retreat
Brisbane
Ph 07 3286 6879

To find out more visit our website www.retreatcare.com.au
AN SOS PERSONAL SAFETY ALARM will get HELP for you IMMEDIATELY at the press of a Button.

For as little as $1.20 per day

Peace of Mind, Safety and Independence
Servicing the North Coast since 1997.

FREECALL 1800 24 66 51

Award Winning
Care Services for the
Tweed Heads, Murwillumbah and Tweed Coast Areas
Also servicing south to the Ballina and Northern Rivers Regions
UPA Community Care Services
North Coast
Let us come to you!
Veterans’ Home Care Program also available

Our Co-ordinators can help you make the necessary arrangements for care services in your home
Ph: 07 5524 8303

Our caring staff can assist with:

- Personal Care
- Domestic assistance
- Respite Care
- Medication Management
- Meals
- Shopping
- Social Outings
- Transportation to Appointments & a Social Bus Outing
- Activity Program

UPA – Offering quality aged care services throughout NSW for over 70 years
Tweed Heads Office: Suites 1-3 Corporation House, 8 Corporation Circuit, Tweed Heads South
Regional Office: Sunnylands House, 101-103 Main Street, Alstonville NSW 2477
Our personalised care helps older people live independently at home.

Government funded packages available.

1300 738 388
www.whiddon.com.au
We can help!
While you are in hospital
• Laundering of pyjamas etc
• Deliver personal items and groceries
• Look after your home and pets during your stay
On discharge
• We can transport you home
• Shop for groceries
• Help with hiring medical aids
While you are convalescing
• Assisting with showering and dressing
• Preparation of meals or arrange home delivery
• Transport to appointments
• Cleaning your home
• Swimming pool maintenance

And much more!

Ph 5536 1773 A service dedicated to helping people

Tweed Ultima is perfectly located in the heart of the twin towns of Tweed Heads and Coolangatta, offering the very best in apartment accommodation. Less than 200 metres from superb beaches, Tweed Ultima is just a short walk to dining, shopping, entertainment and the Tweed Hospital.

Facilities include:
• Modern air conditioned
• 1, 2 & 3 bedroom apartments
• Large saltwater pool (heated in winter), spa & BBQ area
• Undercover Secure Carparking
• Public Gym
(extra charges apply)

Tweed Ultima Apartments/Ultilma Conference Centre
20 Stuart Street, Tweed Heads
P. (07) 5599 3500 F. 07 5599 3611
www.tweedultima.com.au

Become a blood donor

at your nearest
Red Cross Blood Bank
Cystic Fibrosis (CF) is the most common life shortening, recessive genetic condition affecting young Australians. 1 person in 25 is an unaware carrier of the CF gene. CF primarily affects the lungs and digestive system. Living with CF is relentless, day-in, day-out – 365 days a year!

For support or information on CF and carrier screening contact a CF association in your state or territory:

CF ACT
P: (02) 6259 7922 / 0402 378 053
E: info@cfact.org.au

CF SA
P: (08) 8221 5595 / 1800 232 823
E: cfsa@cfsa.org.au

CF NSW
P: (02) 9878 2075 / 1800 650 614
E: general@cysticfibrosisnsw.org.au

CF TAS
P: (03) 6227 1765 / 1800 232 823
E: general@cftas.org.au

CF QLD
P: (07) 3359 8000
E: admin@cfqld.org.au

CF VIC
P: (03) 9686 1811 / 1800 633 685
E: assistantmanager@cfv.org.au

CF WA
P: (08) 9346 7333 / 1800 678 766
E: info@cysticfibrosiswa.org

Or visit www.cysticfibrosis.org.au
Enjoy a variety of foods every day

Vegetables, legumes

Fruit

Bread, cereals, rice, pasta, noodles

Milk, yogurt, cheese

Lean meat, fish, poultry, eggs, nuts, legumes

Drink plenty of water

Choose these sometimes or in small amounts
TIP:
Consult a retail therapist!

Home to Coles, Woolworths, Target, Lincraft, Amcal Pharmacy and 73 specialty stores we’ve got all the retail therapy you need!

Buy one small classic coffee, get one FREE!*

* Terms and conditions apply. Offer is only valid on the small classic coffee range. Redeemable at Gloria Jean's Centro Tweed only. Mention the code word “Hospital” to redeem offer. Valid until 31 December 2015.
Looking for the best aged care accommodation? Where do you start?

It all starts with people. At least, it does with McKenzie. We're an Australian, family-owned organisation and we've built our reputation around a simple principle: people come first.

That's why we know how to create an environment where family is the focus. It's the reason we have an open door policy and why our staff love working with us and stay for years.

383 Mooloolaba Road
Buderim QLD 4556

10 Executive Drive
Burleigh Waters QLD 4220

74 University Drive
(entry via 2 Lake Street)
Varsity Lakes QLD 4227

Peregrine Way (off 2 Falcon Way)
Tweed Heads South NSW 2486

1300 899 222
or visit www.mckenzieacg.com

It all starts with people.